

The original classic learning activity from RSVP Design Ltd, now validated by ILM

COLOURBLIND® was developed in 1991 when Geoff Cox was asked to design and deliver the first week of an induction training programme for Air Traffic Control cadets. The young people involved came from a range of backgrounds: direct from school or university, from business and industry, from air traffic control in the Armed Forces. Each had to face an intensive, demanding training programme in which team communication would be fundamental to success. Each, ultimately, would accept professional responsibilities which allow absolutely no margin for error, misunderstanding or ambiguity. The exercise allowed for active exploration and rehearsal of these vital interpersonal communication skills. Since 1991 COLOURBLIND® has been used worldwide across languages, cultures and business backgrounds, to focus on the fundamental skills of great two way communication and the achievement of shared meaning. It is also used to explore team problem-solving, team understanding of abstract concepts and to explore team culture.



Wearing blindfolds to ensure total dependence upon the quality of their verbal communication, a group works together to gather information that will allow them to solve a puzzle. The size of the group (between 4 and 28) demands different types of skill: information and group management, effective listening and questioning, strong chairing skills, the ability to clarify and summarise and the need for feedback to ensure understanding.

The exercise can last for up to 40 minutes, with breaks for review and coaching, and generates a large amount of discussion. The activity is of enormous benefit to those working remotely and is widely used to introduce skills appropriate to staff working on telephone helplines, in contact centres and in customer service roles.

#### ILM Validated for Learning Outcomes in Units:

- *Methods of Communicating in the Workplace (K/503/9720)*
- *Managing Information and Communication (J/504/0258)*
- *Understanding the communication process in the workplace (Y/503/9356)*
- *Understanding the skills, principles and practice of effective management coaching and mentoring (L/503/9614)*

This toolbox contains all the materials, briefs and facilitation notes required to engage participants from all levels of seniority in an advanced and challenging team communication task.

*"I have a piece that is like a rectangle with points and a hole in the middle."  
"Yes, I have one too... two points and a circular hole."  
"Yes, I think I have one... does it look like a Capital A?"  
"No, not an A... like a rectangle with a diamond shape lying over it..."  
"Would you describe it as an arrowhead?"  
"Like a triangle, but instead of having three flat sides one is an arc..."  
"Does anyone know what an arrowhead is in Italian...?"*



To add COLOURBLIND® to your resource library, contact [sales@rsvpdesign.co.uk](mailto:sales@rsvpdesign.co.uk) or call on +44 141 561 0387 or via the RSVP Design website: <http://rsvpdesign.co.uk>